

LOCATION: Croydon, London
VALUE: £27m+
DURATION: 2017 – Present

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PROJECT

In 2017, we were awarded the London Borough of Croydon's Window Installation and Associated Works contract. Since mobilisation, we have successfully installed over 26,000 units, with multiple contract extensions awarded - reflecting the strength of our delivery and partnership approach.

Over the course of this long-term contract, we have built a highly collaborative working relationship. The continuity and longevity of people across both organisations has been a key factor in maintaining consistency, quality, and trust throughout the programme.

CHALLENGES

Delivering works at this scale presented several operational challenges:

- **Complex, large-scale sites** - Many installations took place within large tower blocks, requiring careful planning, coordination, and sequencing, particularly where multiple contractors were operating simultaneously on properties.
- **Sustained delivery at scale** - The size and duration of the contract required significant investment in workforce capacity, facilities, and training to ensure consistent performance over time.

OUR APPROACH

To meet these challenges, we focused on building a sustainable, locally anchored delivery model:

- **Investment in local employment** - We prioritised the recruitment and development of local employees to support delivery, facilitating a skilled and reliable workforce embedded within the community.
- **Establishing a local depot** - We opened a dedicated depot in Croydon, enabling efficient logistics, improved responsiveness, and the creation of permanent, full-time roles within the Borough.
- **Collaborative working** - Close coordination with the London Borough of Croydon and other contractors ensured safe, efficient, and resident-focused delivery across complex sites.

SOCIAL VALUE & LOCAL IMPACT

Given the long-term nature of the contract and its concentration within a single Borough, maximising local impact has been a central focus.

- Over the last financial year alone, we have spent £1.2 million+ within the local supply chain, supporting SMEs based in Croydon or within a five-mile radius.
- This includes specialist subcontractors across asbestos removal, scaffolding and electrical works.
- Our local depot has enabled the creation of sustained, full-time employment for a dedicated team based within the Borough.



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OUTCOMES

- Over 26,000 installations successfully delivered since 2017.
- 6 full-time local employees are supported annually.
- Significant local economic contribution through SME engagement.
- A strong client relationship that spans a decade, with continued opportunities for future collaboration.

PERFORMANCE & KPIS

We consistently monitor performance to ensure high standards of service and resident satisfaction:

- Customer conduct & attitude score: 9.4/10 (annual average)
- Net Promoter Score (NPS): +55.60
- Environmental performance: Over 90% of waste diverted from landfill (2025–2026)

CUSTOMER FEEDBACK

"The workmen were very clean - they laid down dust sheets to protect the place. Very polite. Always on time. I would definitely recommend them."

"The team were excellent and kept dust to a minimum by protecting everything. A small issue with the front door was resolved very quickly."

"Brilliant fitters - quick, neat, and everything was cleaned afterwards. Would highly recommend."

LOOKING AHEAD

This contract continues to demonstrate the value of long-term partnership, local investment, and consistent service delivery. As we move forward, we remain committed to maintaining high standards, supporting the local economy, and delivering positive outcomes for residents across Croydon.

